

## **ACS VOLUNTEER POSITION DESCRIPTION**

**PROGRAM:** Information and Referral

**POSITION/TITLE:** Customer Service Assistant

**FIRST LINE SUPERVISOR:** ACS Front Desk Receptionist

**SECOND LINE SUPERVISOR:** ACS Volunteer Supervisor

**GOAL/OBJECTIVE:** Provide direct support and customer service to telephone patrons of the Soldier & Family Support Center.

**DUTIES:** Answers phones promptly and courteously; listens and analyzes phone calls determining what type of assistance is needed, answers questions, and if needed transfers calls to units or other staff members depending on type of problems; Becomes familiar with handling of press via telephone; follows SOP for ACS; Work activity will primarily involve sitting; however, volunteer may be requested to assist with activities that may require long periods of standing, bending, lifting and stooping.

**TIME/DRIVING REQUIREMENT:** Duty hours shall be determined by supervisor and volunteer according to volunteer availability. Driving of GOV and reimbursement of POV expenses are not authorized. Regular use of a vehicle is not required.

**QUALIFICATIONS:** Strong customer service skills; good telephone and oral communication skills; pleasant disposition; willingness to assist and listen.

**TRAINING:** Army Community Service volunteer orientation (2 hrs); On-the-job training will be provided on equipment usage, procedures, and other to be determined by Program Manager. Volunteer must take security and computer use training prior to government computer use (1 hr); Volunteer may be required to undergo security clearance prior to government computer use depending on access required.

**EVALUATIONS:** Ongoing and immediate supervisor feedback; Annual evaluations for long term volunteers (3 or more months) unless need for more as determined by supervisor and volunteer.